

In the Abstract

Please replace the abstract by the following:

ABSTRACT

Load balancing between agents in a network skillset has become a particular problem. Not only is there a need to ensure efficient use of agent resources in the network skillset but increasingly ~~labour~~ labor law and union requirements mean that work must be shared between agents in an equitable manner. A source contact node in a network of contact ~~centres~~ centers requests nodal longest idle agent information from the other contact ~~centres~~ centers in the network. Using this information a network longest idle agent is identified and the incoming contact routed to that agent. A reservation system is used in combination with the longest idle agent information in order to prevent dropped contacts and to ensure equal sharing of work between agents in a network skillset. Contact ~~centre~~ center servers are linked over a separate network, isolated from a network linking the contact ~~centre~~ center switches.